



QUESTIONS & ANSWERS

Q. Where could I find a complete list of current City projects?

A. http://www.ci.san-jose.ca.us/pub_wrks/cip/

Q. Who would I contact to report a streetlight that's out?

Q. How can we get a broken curb repaired?

Q. The sanitary sewer in front of our house is overflowing, who do I call?

Q. The storm drain in the street seems to be plugged up, who should I tell?

Q. Our sidewalks are cracked or uneven and need repair, who do I call?

Q. There is a dangerous pothole in the street, who should I tell?

A. All of the above can be taken care of by calling the Transportation Department dispatchers at (408) 277-4373 from 7 AM to 4 PM or (408) 277-8956 all other times for immediate concerns, such as: sewer or oil spills, fallen trees, or limbs, missing stop signs, non-working traffic signals, clogged or overflowing sewer lines, after normal business hours, the call will be answered by emergency dispatchers. Or visit Transportation's website <http://www.ci.san-jose.ca.us/dst/services.html>

Q. Who do I call to have a dead animal removed?

A. Within the City limits call Animal Services @ (408) 654-5875, within an unincorporated area of Santa Clara County call (408) 779-4791, or if on a freeway CalTrans @ (650) 358-4127

Q. Where would I report a water leak?

A. Property owners are responsible for repairing leaks, which occur on their property. Three water utilities provide water to the San José community. San José Water Company, (408) 279-7900 a private water utility, provides water to major portions of the City.

Q. What kind of issues does Code Enforcement handle?

A. General Code Enforcement investigates complaints about Municipal Code violations relating to health, safety, nuisances, housing, and zoning. Vehicles abandoned on the street or private property is also a Code Enforcement issue. The telephone number is (408) 277-4528.

Q. The most common single family residence request involves providing building permits for remodels, new additions, swimming pools and driveway access. Grading, new driveway and sanitary sewer laterals are the most common permits required. Where do private homeowners go to get a building or remodel permit?

A. The Building Division of Planning, Building and Code Enforcement Department, 801 N First Street, 2nd floor @ (408) 277-4541

Q. Where do developers go to get a building permit?

A. The Planning Division of Planning, Building and Code Enforcement Department, 801 N First Street, 4th floor @ (408) 277-4576

Q. Where can I find out what the City of San José's specifications are for the project we are bidding on?

A. Please visit Central Files in Room 323 of City Hall, 801 N. First Street @ (408) 277-5297

Garbage or recycling questions should be directed to Environmental Services @ (408) 277-5533

Flood Hazard Zone or Geologic Hazard Zone information, can be obtained from the Public Works Department, Development Services Division, 801 N First Street, Room 308 @ (408) 277-5161

All this information plus a whole lot more can be found on this website: <http://www.ci.san-jose.ca.us/prns/ts.htm>

Compliments, complaints or any other questions please call our Customer Call Center 24 hrs a day, 7 days a week @ (408) 277-4000.

Bidders Hotline, any and all the information needed for contractors to bid on City of San José jobs can be accessed through our website: http://www.ci.sanjose.ca.us/pub_wrks/cip/BidHotline.htm Or try our FaxBack system @ (408) 280-5146.



Building a Better San José

Our Mission: Plan, design, and construct public facilities and infrastructure systems to enhance the quality of life for the residents of San José.



Public Works Department



Public Works Department

801 N First Street • 3rd Floor • San José, CA 95110
Phone (408) 277-4333 • Fax (408) 277-3156

OUR VISION is to be an enterprising Public Works organization that anticipates and meets the needs of our community, provides a challenging and rewarding work environment, and advances the City's tradition as a great place to live. The Public Works Department, working with other City Departments as a team, is committed to delivering projects within established budgets and schedules. The Department continues to build upon



a working relationship with the development industry to ensure timely review of plans. These core elements reflect the Department's ongoing commitment to preserving and enhancing a high quality of life in San José. We welcome input and suggestions from our customers to further enhance our dedication to excellent customer service and project delivery.

THE DEPARTMENT PROVIDES TWO CORE AND MANY OTHER SERVICES TO THE RESIDENTS OF SAN JOSE:



REVIEW AND INSPECT THE CONSTRUCTION OF PUBLIC IMPROVEMENTS DESIGNED AND BUILT BY PRIVATE DEVELOPERS AND UTILITY COMPANIES

One of the primary functions of this core service is to review public improvement plans associated with private development and utility company constructions. This service ensures that all construction projects in the city contribute to the safety and welfare of the citizens as well as the City's economic development. The performance focus of this service is the Department's ability to provide complete, cost effective and timely review of private development and utility projects.

Some of the operational services are:

- **Grading Permits**
Ensures that private property is graded properly to avoid drainage and erosion problems to the adjacent properties.
- **Special Assessment District formation support and administration**
Special districts are formed to finance the construction and/or maintenance of public infrastructure improvements serving specific areas within the city. Staff facilitates the formation and ongoing administration of these districts. For more information within your area, please call (408) 277-5161.

- **Environmental Impact Review including the Traffic Impact Analysis (TIA) Report Review**
The TIA reports are prepared, typically, by a traffic consultant. Staff works closely with the consultant to identify intersections to be studied and provides data for report's analysis. Staff also reviews the analysis to ensure compliance with any transportation policies unique to the area to be developed.
- **Subdivision Maps**
Staff coordinates with the City's Planning, Building and Code Enforcement Department to review and approve the land subdivision applications.
- **Utility Services, Permits and Inspection**
The Department issues permits and inspects work performed by utility and telecommunications companies. Staff also administers the construction of underground public facilities.

PLAN, DESIGN, AND CONSTRUCT PUBLIC FACILITIES AND INFRASTRUCTURE

This core service supports a number of major City service areas including the Aviation Services, Transportation Services, Environmental and Utility Services, and Parks and Recreation Services. The Department contributes by participating in the master planning effort and delivering construction projects on time and on budget.

More information regarding the current major construction projects, such as the new Civic Center, the parks and library projects, Route 87, and the Airport, can be obtained from the City's web site:
http://www.ci.san-jose.ca.us/pub_wrks/cip/



DEPARTMENT OVERVIEW

The Public Works Department has a workforce of approximately 485 staff members including professionally licensed engineers and architects, accountants, computer specialists, and administrators. Together, we provide engineering, construction management and inspection services for the City's Capital Improvement Program (CIP).

The City's Five-Year CIP Budget exceeds \$1.9 billion. Included in the Five-Year CIP are the new Civic Center project, the Airport Master Plan, parks projects, library projects, public building construction, streets and transportation projects and the sanitary and storm sewer projects.

The Department's workload for Fiscal Year 2001-02 is estimated at more than 400 capital improvement projects, for a total cost of approximately \$500 million.

The Department of Public Works maintains a public customer service counter which is staffed and open weekdays from 8 a.m. to 5 p.m. at City Hall, 801 N. First Street, Room 308.

Additional resources include a self-service resource center with access to citywide maps and information on streets, sewers, and current construction projects. This Central Files Section is located on the 3rd Floor, in Room 323 of City Hall and is open weekdays from 8 a.m. to 5 p.m.